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MEMORANDUM FOR: Assistant Deputy Director for Support

SUBJECT : Survey Report of the Central Processing Branch

1. The following is for your information only.
2. As noted in my memorandum of 5 August 1968 a number of actions suggested in subject Survey Report were already initiated but the overall work was somewhat deferred pending arrival of the new Chief, Benefits and Services Division. The majority of this work has now been accomplished and I feel confident in reporting to you that the Branch is functioning smoothly, providing the desired timely services, utilizing personnel properly, consulting with other components concerning procedural and technical matters and is alert to any further indicated changes that would improve the quality of the work performed, service to the traveler or relationships with the various operating components.
3. There has been and will continue to be a close working relationship with and interest in Branch activities by higher management of this office and I am sure the desired policy direction, and assistance or guidance as needed is being provided. This close working relationship and interest is certainly being applied at the Branch Chief level as it pertains to the day-to-day actions of three sections. The Branch enjoys a good working relationship with the Office of Logistics, Central Cover Staff, and Central Travel Branch and provides these offices with necessary information as required as well as fully utilizing their services in resolving policy questions and developing and recommending new policy. While policy matters concerning Central Processing Branch (CPB) are primarily centralized in the Office of the Chief, CPB, the Chief, Benefits and Services Division as well as other senior officers in the Office of Personnel participate as required.
4. The very nature of the work of necessity creates unbalanced workloads at given periods and as has been suggested, selected technicians are being cross trained to assist in meeting these peak workload periods. Furthermore, written operating procedures for the three sections have been developed and will be distributed to each technician.

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5. The program of external quality control and inspection of the services rendered by the various commercial companies is in operation and the functions are being performed through the combined efforts of personnel in the Office of Logistics and Central Processing Branch.

6. A Preliminary Travel Processing form has been developed and ways and means of instituting its use will be discussed with members of your staff. In addition, a checklist concerning items or tasks a prospective traveler must attend to during out processing as well as documents required is near completion and will be used in conjunction with the Preliminary Travel Processing form. It is expected that the use of these two items together with more frequent discussions between the Chief, CPB and the various Support and Personnel officers of the operating components concerning CPB procedures and requirements will reduce the amount of time now required in out processing and further improve service to the travelers.

7. We recognize that there are still some minor areas in CPB in which additional improvement is needed and we will continue to address ourselves to these needs. Our continuing efforts in this instance, however, should not minimize what I consider has been a fine performance by the Chief, CPB and his staff.



Robert S. Wattles
Director of Personnel

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DD/S 68-6228

Director of Personnel
Room 5E56, Hqs

REF: Memo dtd 5 Aug 68 for ADD/S fr D/Pers,
subj: Central Processing Branch (CPB)

Bob:

We would like to close out this matter and
wonder if the status report mentioned in the reference
might be available to accomplish this purpose.

John W. Coffey

ADD/S:JWC/ms (23 Dec 68)

Distribution:

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Assistant Deputy Director for Support 7D18, Hqs

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